

Dispatch Committee Update

After a meeting with the 911 Association, we thought that it may be useful to educate new dispatchers on some EMS specific information. The former president of North Dakota APCO said that if we came up with some content, she would be more than happy to share it at local EMD courses. The dispatch committee came up with a few things we might want to cover and need to explain to new dispatchers:

1) What times EMS needs to complete their reporting

Times								
911	Dispatch	Enroute	Arrive	Patient	Depart	Dest	Available	Quarters

911 – The time the call was first received by PSAP or other designated entity.

Dispatch – The time the unit was notified by dispatch to respond.

Enroute – The time the unit begins physical motion.

Arrive – The time the EMS unit stops physical motion at scene, last place that the unit or vehicle stops prior to assessing the patient.

Patient – The time the response personnel establish direct contact with the patient. *(Not something a dispatcher will have as it is not regularly reported.)*

Depart – The time when the response unit begins physical motion from the scene.

Destination – The time when patient arrives at destination or transfer point.

Available – The time the unit was back in service and available for response, finished with the call, but not necessarily back in home location.

Quarters – The time the responding unit was back in their service area. (In agencies who utilize Agency Status Management, home location means the service area as assigned through the agency status management protocol.)

Indication of whether EMD was performed for this EMS event.

- Yes, with pre-arrival instructions
- Yes, without pre-arrival instructions
- No
- Not known

2) What would be signs of a struggling EMS service that the Division of EMS and Trauma would want to be notified of and what a 911 Coordinator would want to know about

- **Missing calls** (An ambulance is unable to respond in their area. It would not be considered a missed call if the ambulance was on another call or experienced a mechanical failure of the vehicle)
- **Not responding to pages** (Ambulances should respond back the the dispatcher after receiving a page. If the ambulance service does not, whether they respond to the call or not, DEMST and your local 911 coordinator would want to know.)
- **Excessive response times** (Ambulances are required to have wheels rolling within 10 minutes, in 90% of their calls. If an ambulance is routinely not meeting the 10 minutes dispatch to wheels rolling time, DEMST and your local coordinator would want to know. Also if a call took an extreme amount of time, such as 30 minutes from dispatch to wheels rolling, DEMST and your local coordinator would want to know about that incident.)

The dispatch committee welcomes any thoughts or comments from EMSAC.